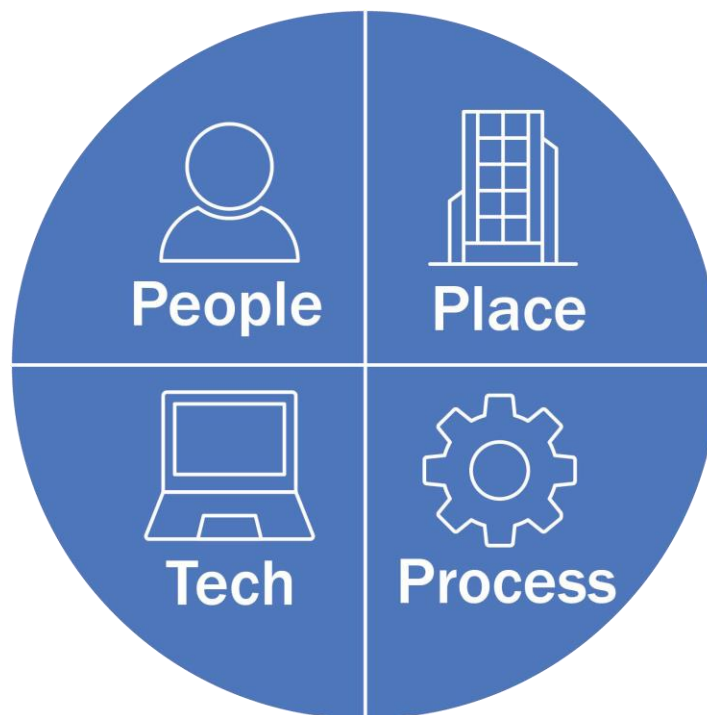


# IFMA Seattle

## Mentorship Program Guide

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*Fostering the development of tomorrow's leaders*



**The IFMA Seattle Mentorship Program creates pathways to career success through the collaborative engagement between experienced and early career FM professionals.**



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## IFMA Seattle Mentorship Program Overview

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The IFMA Seattle Mentorship Program creates pathways to career success through the collaborative engagement between experienced and early career FM professionals.

In alignment with the greater strategy of the IFMA Seattle Chapter and Education Committee Charter, the Mentorship program serves as a member benefit, with shared value for both Mentors and Mentees. This program pairs Mentees with knowledgeable Mentors, providing tenured FM's an opportunity to share their valuable knowledge to enhance the development of the next generation of industry professionals.

Participants also serve as IFMA Ambassadors, speaking to the benefits of a career in FM, IFMA credentials/programming, and connecting purpose with this line of work.

This guide is designed to provide a framework for the Mentorship program, while encouraging the natural evolution of the process for chapter administrators, and prospective Mentors and Mentees.

### **Mentorship Program Administration:**

The Mentoring process requires marketing, participant intake, member orientation, reporting and general oversight by a dedicated Mentorship Program Chair at IFMA Seattle. Responsibilities include:

- **Marketing:** promoting the program via the website, other events/programs and general communications. The marketing effort is carried out in collaboration with the Executive Director and AMI Inc. resources
- **Incentivizing:** encouraging participation through public recognition and other benefits
- **Paired Mentoring:** pairing compatible participants based on the foundation of mutual respect and rapport between the parties to build trust and understanding
- **Orientation/Training/Support:** hosting an introductory meeting with program participants to review guidelines; provide ongoing support as needed
- **Feedback:** providing opportunities for participants to offer feedback and to measure program performance

### **Program Goals and Objectives:**

- Attract and retain industry professionals in the formative stages of their careers
- Introduce early career FMs to the comprehensive scope and vast opportunities in FM
- Help facility managers with less experience explore career goals and/or enhance their skill set and knowledge of FM to achieve their greatest potential
- Develop management and leadership skills, strengthening value to the demand organization
- Support the application of the 11 core competencies and ISO Standards in practice
- Recommend IFMA credentials, continuing education and programming
- Foster intergenerational sharing of skills and ideas
- Provide support and clarity for common challenges
- Assist FMs in career transition to explore new pathways
- Contribute to the FM industry by training FMs to perform at a high professional standard
- Contribute to positive organizational outcomes
- Demonstrate the value of FM education and contributions to the triple bottom line (business continuity, workplace excellence, and environmental sustainability)

## IFMA Seattle Mentorship Program Requirements

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The Mentorship Program is designed to sustain the Facility Management (FM) industry by providing education, resources, and guidance to the future generations of facility managers in Seattle.

### **Participant Requirements:**

Successful Mentorship relies on regular and consistent contact between Mentors and Mentees to develop a meaningful relationship. Requirements include:

- Mentors must be active members of the IFMA Seattle Chapter with five or more years of experience within the FM industry/supporting industry.
- Mentees must be active members of the IFMA Seattle Chapter, and entry-level to mid-career FM industry/supporting industry professionals.
- Participants commit to meeting regularly over a 6-to-12-month period
- Jointly attend IFMA chapter programs/events together
- Meet for a one-on-one meeting for at least one hour, once a month. We encourage phone conversations and emails between meetings.

### **Program Benefits:**

As a benefit to our Chapter members, the Mentorship program serves as a platform to share knowledge in order to foster career development and expand best practices within the FM industry.

- Connect Mentees with knowledgeable FM professionals who can offer a wealth of experience and advice
- Help facility managers with less experience explore career goals and/or enhance their skill set and knowledge of FM to achieve their greatest potential
- Help facility managers in career transition to explore new pathways
- Allow senior members to Mentor others and share their experiences
- Help the FM industry by providing FMs who aim for the highest professional standards
- Serve as another opportunity for member engagement and to expand the FM professional network
- Effective FM has impacts to the triple bottom line, adding value to member organizations

### **Application Process:**

Chapter members interested in participating can simply fill out the respective application forms found on the IFMA Seattle website and submit via email to the Mentorship Program Administrator. The Mentorship Program Chair will then pair individuals based on the information provided in the applications. Matched pairs who agree to the relationship will then sign an agreement form formalizing their participation. An introductory meeting for paired Mentors/Mentees will be hosted by the program administrator to review program requirements and initiate the process.

## Becoming a Mentee

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Mentees are individuals in facilities management who desire to learn and grow in their careers and seek guidance and support from more experienced professionals. They can be in different places in their careers from just starting out, or more experienced who are transitioning into new roles or responsibilities.

### **Benefits of being a Mentee:**

- Fast-track your development through expert guidance in applied FM principles
- The opportunity to ask questions relevant to FM as a career and to your personal growth of experienced Facility Managers
- Having a sounding board to bounce off new ideas, options, and opportunities in a nonjudgmental environment
- Gaining new perspectives, knowledge & skills
- Learning to be more strategic and visionary
- Developing leadership skills
- Expand your professional network
- The opportunity to direct your FM career and live up to your potential

### **What can you expect of your Mentor?**

Your Mentor will help you to assess where you are now and where you want to go. Your Mentor will serve as a coach, an advisor, or just as a sounding board. They are not there to make decisions for you – ultimately you are responsible for your own actions and any career or other decisions you might make.

### **Responsibilities of a Mentee:**

- Develops achievable goals with action plans and is proactive to meet those goals
- Contributes to and researches discussion topics to enrich the Mentoring experience
- Takes advantage of resources through program and Mentor
- Is receptive and respectful to insight and feedback
- Considers a Mentor's advice but takes responsibility for their own decisions
- Maintains confidentiality in interactions
- Does not expect to conduct business with a Mentor and avoids conflicts of interest

## Becoming a Mentor

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The goal of the Mentoring Program to sustain our industry by providing education, resources, and guidance to the future generation of facility managers. We encourage seasoned FM professionals to become Mentors to expand the horizons of less experienced facility managers and to become the future stars in the industry.

A Mentor is a trusted teacher, guide, coach, and role model. As a Mentor, you will act as a sounding board, point out options to consider, help Mentees master core competencies, provide suggestions for best practices, support them if they choose to earn an FM certification, coach them in becoming leaders in the industry, and most importantly, share of yourself as they can learn from your past experiences whether they were successes or not.

IFMA SEATTLE Mentors shall be experienced Facilities professionals who can provide advice and guidance to help the Mentee grow to their potential with the FM profession and advance their professional career. A Mentor should have at least 5+ years of experience or 3+ years' experience and hold a bachelor's degree or higher in Facility Management.

### **Responsibilities of Mentors:**

- Availability to communicate regularly with Mentee in person, by phone, email or online
- Assist your Mentee in the areas including, but not limited to facilities management topics, career advice, support in attaining professional industry certifications if desired
- Help to determine Mentee's goals and an action plan to meet those goals
- Encourage and inspire the Mentee to tackle tough challenges
- Help the Mentee identify gaps in skills or experience that inhibit the Mentee in his or her current job or from moving to the next level commensurate with career goals
- Direct Mentee to needed resources such as classes, seminars, articles and other sources of information that will increase his or her knowledge/experience base
- Share knowledge about developing a career path in the FM industry
- Provide insight into the influence of politics and corporate culture on the Mentee's job and career path
- Suggest constructive ways of responding when working with difficult individuals or situations, willing to share past mistakes in similar situations or hard lessons learned through experience
- Point out common mistakes/pitfalls to aid the Mentee to succeed
- Does not dictate to a Mentee but rather serves as a sounding board for ideas and options
- Allow the Mentee to make their own decisions, encouraging a process of self-driven critical problem solving; ie. "Before we talk about what I would do here, what do you think you should do next?"
- Be open, honest, and share experiences from their own careers and lives

## **Becoming a Mentor (continued)**

As in any trusted relationship, information shared by your Mentee should be held in confidence. You can serve as a sounding board, discussing options and outcomes, but you should never make decisions for your Mentee. They are responsible for their own decisions and actions. This is to both allow the Mentee to maintain ownership over the direction of their career as well as protect you as a Mentor.

As a Mentor, we encourage you to look for ways support your Mentee such as introductions and to invitations to events, sharing articles of interest and lessons you have learned along the way. Personalize what you have learned as you share, and you will enhance the relationship you are building with your Mentee. Share your experiences and advice on such topics as career advancement, practice strategies, professional visibility, networking and overcoming barriers to career success. Successful Mentoring involves a dynamic process whereby each participant learns to respect and trust their partner's commitment, expertise and individuality.

### **What are benefits of being a Mentor?**

As key members of the FM profession, you have the opportunity to influence the lives and professional goals of the next generation. You will receive as many benefits as a Mentee, but foremost is the satisfaction of helping those less experienced than you. By “paying it forward” you will be helping others along their path in our profession. Your Mentee will potentially enrich your life just as you have enriched theirs. As a Mentor who has a genuine interest in and is committed to your Mentees professional and personal development, we hope you will enjoy your participation as a very rewarding experience.

You will be recognized as a seasoned professional with a wealth of knowledge that you have shared with those up and coming in the industry.

## Pathways to Success for Mentorship

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Successful Mentoring involves a dynamic process, whereby each participant learns to respect and trust the partner's commitment, expertise, and individuality. A firm commitment to the Mentoring process and a willingness to invest time and energy to your Mentee is the most important components for a successful relationship.

You can add considerable value to a Mentee's professional development and have a long-term positive impact. As a Mentor, be willing to share your experiences and advice on such topics as best practices in FM, career advancement, overcoming barriers to career success dealing with difficult work situations or people, professional visibility and networking.

- Establish communication methods and frequency of contact from the beginning. Have an understanding with clear time periods, aims, objectives, and working arrangements. Reach out to your Mentee if they are not reaching out to you. If you know you will be unavailable for a period of time due to travel or work schedules, let your Mentee know.
- Remember that people come from diverse backgrounds and experiences. Get to know your Mentee and allow them to get to know you. They may be hesitant to share until they get to know you better. Give them time to feel comfortable but let them know they drive the relationship.
- Think of yourself as an advisor to someone who is less experienced and could greatly benefit from your wisdom, insights, knowledge and expertise.
- Be realistic with your Mentee about what you can offer in terms of feedback and expertise. You may be able to refer them to someone who knows more about a specific topic or to other resources that answer questions about a certain topic.
- Help your Mentee to identify goals that they can realistically meet but don't be afraid to challenge them if you think they are falling short. Keep them accountable by helping them to develop an action plan.
- Show encouragement to your Mentee and do not forget to recognize the work the Mentee has done, and the progress made.





## Recommended Agenda Items for Mentorship Meetings

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- **Introductions**
  - Discuss career experience and educational backgrounds
  - Collaborate on setting specific goals and objectives for the Mentoring program
  - Decide on the best forms of communication for scheduling future meetings and staying in touch
- **Career Path Planning**
  - Discuss career aspirations
  - Discuss skills and on-going training that may be helpful to achieve these goals
  - Recommend credentials
- **FM as a Competitive Advantage**
  - Integrate 11 core competencies of IFMA
  - Workplace Excellence
  - ISO standards: FM, Asset Management
  - Support pathways to implementation for regional incentive programs and legislation
  - Sustainability, stewardship, ESG
- **Current Events and Professional Challenges**
  - Review current issue of FM Journal
  - Discuss recent chapter event or program
  - Discuss issues faced over the course of this year and any you see on the horizon
  - Discuss the challenges in achieving work/life balance and how to manage stress
  - Identify a champion that can support the FM function within the demand organization
  - Discuss networking opportunities and strategies; attend Chapter events and program

# SMART Goals and Action Plan Form

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Date of Meeting: \_\_\_\_\_

This form can help you and your Mentor to initially set a goal(s) that you want to accomplish during the year. Please consider using a "SMART" goal model - Specific, Measurable, Attainable Results-oriented and Time-bound. Work to develop sound goals that are critical to your performance. It may be helpful to bring this form to your meetings to help gauge progress with your goals, to stay on track or modify or change your goals as new things develop.

**Goal #1:** \_\_\_\_\_

Action items for goal:

A) \_\_\_\_\_

B) \_\_\_\_\_

C) \_\_\_\_\_

Progress towards goal:

\_\_\_\_\_  
\_\_\_\_\_

**Goal #2:** \_\_\_\_\_

Action items for goal:

A) \_\_\_\_\_

B) \_\_\_\_\_

C) \_\_\_\_\_

Progress towards goal:

\_\_\_\_\_  
\_\_\_\_\_

**Goal #3:** \_\_\_\_\_

Action items for goal:

A) \_\_\_\_\_

B) \_\_\_\_\_

C) \_\_\_\_\_

\_\_\_ Progress towards goal:

\_\_\_\_\_  
\_\_\_\_\_

Date/Time of next meeting: \_\_\_\_\_

Location: \_\_\_\_\_

## IFMA Seattle Mentee Application Form

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**Name:** \_\_\_\_\_

**Company:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Cell Phone:** \_\_\_\_\_

**Email:** \_\_\_\_\_

1. Years of FM Experience: \_\_\_\_\_
2. Indicate in the table below what your current role involves and the areas you would like to learn more about or develop a deeper understanding.

Area of Responsibility	My Current Role	Learn More
Budgeting / Finance		
Building Engineering / HVAC		
Construction / Project Management		
Disaster Recovery / Continuity		
Employee Programs (Fitness, Wellness, Childcare, etc.)		
Environmental Health & Safety (EHS)		
Event Management		
Fleet Management		
Food Service Management		
Help Desk Management		
IT / Data Center / Critical Systems Management		
Janitorial Management		
Maintenance / Repairs		
Move Management		
Real Estate / Asset & Property Management / Leasing		
Reception / Administration / Records Management		

MENTEE APPLICATION FORM

Area of Responsibility	My Current Role	Learn More
Security		
Site Maintenance / Landscaping / Parking		
Space Planning / Interior Design		
Sustainability / Energy Management / Green Initiatives		
Transportation Demand Management		
Vendor / Contracts Management		
Waste Management / Recycling		
Other:		
Other:		
Other:		

3. What are the top four benefits you hope to get out of the Mentorship Program?

- To obtain general knowledge of the Facilities Management industry
- Increase my aptitude and skills in my current role
- Gain knowledge and skills to prepare me for my next level
- Obtain advice on how to better communicate with my clients, colleagues, and C-Suite
- Obtain coaching, training, educational resources
- Obtain insights into career path planning, goals and objectives
- Help with challenges at work
- Obtain leadership skills

4. Have you ever had a Mentor? In what Capacity

MENTEE APPLICATION FORM

5. What is important to you in a Mentor?

- Expertise in certain discipline
- Holds IFMA credentials
- Previous positions held in the industry
- Proximity to my work or home location
- Same gender
- Years' experience Mentor possesses
- Type of company the Mentor works for
- Other: \_\_\_\_\_

6. Please provide any other information you may feel is important to help us match you with the correct Mentor

## IFMA Seattle Mentor Application Form

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**Name:** \_\_\_\_\_

**Company:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Cell Phone:** \_\_\_\_\_

**Email:** \_\_\_\_\_

1. Years of FM Experience: \_\_\_\_\_

2. Indicate in the table below what your current role involves and your years of experience in each area of expertise.

Area of Responsibility	My Current Role	Years' Experience
Budgeting / Finance		
Building Engineering / HVAC		
Construction / Project Management		
Disaster Recovery / Continuity		
Employee Programs (Fitness, Wellness, Childcare, etc.)		
Environmental Health & Safety (EHS)		
Event Management		
Fleet Management		
Food Service Management		
Help Desk Management		
IT / Data Center / Critical Systems Management		
Janitorial Management		
Maintenance / Repairs		
Move Management		
Real Estate / Asset & Property Management / Leasing		

MENTOR APPLICATION FORM

Area of Responsibility	My Current Role	Learn More
Reception / Administration / Records Management		
Security		
Site Maintenance / Landscaping / Parking		
Space Planning / Interior Design		
Sustainability / Energy Management / Green Initiatives		
Transportation Demand Management		
Vendor / Contracts Management		
Waste Management / Recycling		
Other:		
Other:		
Other:		

3. Mentors will provide support and encouragement to Mentees and act as a sounding board for ideas. Please choose the top areas in which you feel you can best benefit a Mentee.

- Provide general knowledge of the Facilities Management industry
- Increase a Mentee’s aptitude and skills in their current role
- Provide knowledge and experience to prepare a Mentee for their next level
- Provide advice on how to better communicate with clients, colleagues, and C-Suite
- Provide coaching, training, educational resources
- Provide insights into career path planning, goals and objectives
- Help with challenges at work
- Provide coaching on leadership skills

Please email the completed Contract to the IFMA Seattle chapter administrator and it will be passed on to Mentor Program Coordinator. Put MENTOR/MENTEE CONTRACT in the subject line.

MENTOR APPLICATION FORM

4. Have you ever been a Mentor? In what capacity?

5. Have you ever had a Mentor? In what Capacity

6. What is important to you in a Mentee?

- Interest in a particular area of expertise
- Desires IFMA credentials
- Proximity to my work or home location
- Same gender
- Years' experience Mentee possesses
- Type of company the Mentor works for
- Other: \_\_\_\_\_



7. Please provide any other information you may feel is important to help us match you with the correct Mentee.

A large, empty rectangular box with a thin black border, intended for the user to provide additional information relevant to their mentee match.